

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/675,719	) Confirmation No.:	6343
		)	
Applicant:	ROUSH et al.	) TC/A.U.	2136
		)	
Filed:	September 29, 2003	) Examiner:	OKORONKWO
		)	
Docket No.:	4366-135	)	
		)	
For:	USING VOICE OVER IP OR	)	
	INSTANT MESSAGING TO	)	
	CONNECT TO CUSTOMER	)	
	PRODUCTS	)	

**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment to address the Office Action having a mailing date of September 30, 2008. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 13 of this paper.